



**STATE OF MONTANA
MONTANA DEPARTMENT OF TRANSPORTATION
JOB PROFILE**

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Update

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Formal Review

Date Submitted 08/02/2013

SECTION I - Identification

Working Title:

Administrative Assistant

Department:

Montana Department of Transportation

Job Code Number:

436113

Division & Bureau:

Maintenance Division; Administrative
Budget

Job Code Title:

Administrative Assistant

Section & Unit:

Pay Band:

3

Work Address:

2701 Prospect Avenue
Helena, Montana 59601

Position Number:

10004

Phone:

406-444-6160

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FLSA Exempt

☒

FLSA Non-Exempt

☐

Non-Union

☒

MPEA

☐

Blue Collar

Profile Completed By:

Cheryl Richman

Work Phone:

406-444-6153

Work Unit Mission Statement or Functional Description:

The Maintenance Division provides for repairs and preventive maintenance of state highways, secondary highways, and the various signs and structures within the highway right-of-way. This includes winter plowing and sanding, year-round repairs to the state and secondary highway systems, responding to natural disasters, and the preservation and maintenance of all state maintained roadways, structures, rights-of-way, traffic control devices, buildings and other facilities, staff vehicles, and a fleet of highway maintenance equipment. Field Maintenance Bureaus are located in 10 geographic areas of the state and are generally headquartered in the largest city in the area. The bureaus ensure that necessary services are provided to enable the traveling public to move over the highways safely year-round. The bureaus are also responsible for coordinating cooperative agreements with counties for secondary highway maintenance responsibilities.

Describe the Job's Overall Purpose:

This position serves as an Administrative Assistant for the Maintenance Division of the Montana Department of Transportation (MDT). The incumbent performs a variety of duties related to ensuring effective customer service for the Department; monitoring and implementing various controlled entry procedures to ensure security of Department resources and personnel; managing Division data and accounts payable; performing various administrative support functions; and performing various other duties as assigned by supervisors. The position reports to the Program Manager, and does not directly supervise other agency personnel.

SECTION II - Major Duties or Responsibilities

This section should be a clear concise statement of the position's major duties and the approximate percent of work time for each duty

	% of Time
A. <u>CUSTOMER SERVICE AND BUILDING SECURITY</u>	45%

This position provides customer service and reception for the Department, and collaborates with other assigned staff in administering the Department's controlled entry program to monitor visitations and protect state property, equipment, and personnel from adverse situations. This involves serving as primary receptionist for the Department; monitoring and enforcing access procedures; providing customer service to business, media, and other representatives; developing and recommending controlled entry procedures, methods, and technologies; establishing agency personnel accounts; monitoring real-time system operations and identifying anomalies or violations; responding to immediate access violations, alarms, or other problems; researching access records and personnel profiles; developing specialized reports; compiling news and press clippings; configuring and maintaining system equipment; coordinating announcements on MDT's bulletin board and PA systems; and serving as emergency response team dispatcher.

1. Serves as primary receptionist for the Department. This involves greeting visitors and answering Department main phone lines; routing visitors and callers to appropriate Bureau and/or staff; responding to various inquiries; providing technical assistance as needed; and implementing controlled entry procedures.
2. Monitors and enforces access procedures at the Department's front lobby in Helena to ensure that employees and visitors are appropriately registered (e.g., sign-in/out, issue/retrieve passes, etc.). Explains procedures, provides directions and answers questions, identifies and diffuses threatening situations, and manages and mediates confrontational situations as necessary.
3. Provides customer service to business, media, government, industry, and public representatives regarding Department functions and operations, road information and weather conditions. The incumbent interprets specific questions and recommends alternatives according to assessment of site-specific circumstances (e.g., storms, highway closures, construction projects, etc.).
4. Coordinates with other Division staff to develop and recommend new or modified controlled entry procedures, methods, and technologies to enhance the effectiveness of the Department's controlled access program. This involves assessing the effectiveness of current procedures, methods, technologies, and other parameters (e.g., entry points, employee/visitor access needs, etc.) and recommending modifications to the Facilities Bureau Chief and/or supervisor as appropriate.
5. Establishes agency personnel accounts for daily building access to ensure effective system monitoring. This involves assigning access numbers, producing photo identification cards, and recording pertinent information into the automated monitoring system. The incumbent retrieves

access records and personnel profiles during routine system monitoring and as requested by supervisors. Maintains database and researches circumstances involving lost cards, multiple cards to the same person, and other unusual situations.

6. Monitors real-time access system operations to identify anomalies, unusual or suspicious access, and/or policy procedure violations. This involves both video and electronic monitoring of access points and profiles; retrieving access records and personal profiles as necessary to confirm authorization; and referring anomalies (e.g., unusual visitation patterns, hours, access points, etc.) to Facilities Bureau Chief or Program Manager.
7. Responds to immediate access violations, alarms, or other problems according to established procedures to prevent or minimize property loss or damage, personnel threats, and other adverse circumstances. Contacts Department authorities, supervisors, and/or law enforcement agencies as appropriate.
8. Researches access records and personnel profiles in response to suspected thefts or other access violations of state property to provide information and data to Department or civil investigators. Produces and interprets reports, explains access system functions and operations, and assists investigators with physical inspections and inquiries as directed.
9. Develops specialized reports in response to information requests from other Facilities Bureau staff and supervisors. This involves interpreting informational needs, determining the appropriateness of various data sets, and analyzing and synthesizing data into summary reports.
10. Compiles and distributes daily press clippings provided through contracted services and loads pertinent information on Department's intranet system to ensure the availability of accurate and current information.
11. Coordinates MDT's bulletin board system to notify Department staff and visitors of events, meetings, building plans, and other information. This involves compiling and posting daily updates at various locations, designing templates for various announcements, and ensuring the currency of posted information. Provides PA system announcements of regarding meetings, Departmental events, emergencies, and other information as directed.
12. Serves as an emergency response team dispatcher to ensure effective mediation of health, safety, and/or security risks affecting MDT personnel and equipment. This involves coordinating with other members of the emergency response team to establish and communicate procedures and applying emergency response protocols during appropriate situations.

B. BOOKKEEPING AND DATA MANAGEMENT

40%

This position performs a variety of functions related to maintaining Division accounting and other data. The incumbent reviews, inputs, and tracks all division expense claims; reviews and verifies the accuracy of all documents relating to expense claims, journal vouchers, encumbrances, payrolls, accruals, purchase orders, term contracts, requirement contracts, FPOs, and requisitions; identifies and resolves errors or discrepancies occurring in vendor claims and journal vouchers; establishes database for tracking Division expense claims; maintains databases; queries databases; and tracks statewide facilities maintenance activities.

1. Reviews, inputs, and tracks all division expense claims in accordance with established purchasing procedures and limits, term contracts, requirement contracts, purchase orders, and field purchase orders. Reviews all statements and invoices to verify that claim has not been

previously paid, that purchase order complies with purchasing procedures, and that assigned purchasing code is valid and correct.

2. Reviews and verifies the accuracy of all documents relating to expense claims, journal vouchers, encumbrances, payrolls, accruals, purchase orders, term contracts, requirement contracts, FPOs, and requisitions for over twenty responsibility centers. Receives claims for payment; researches document information to ensure items being paid for are noted in purchase order, term contract, requirement contract, etc.; verifies that all items being paid for have been received by department personnel.
3. Processes and verifies the accuracy of claims, purchase orders, accruals, and journals for Motor Pool and Equipment accounts. Receives all documentation; verifies the accuracy of all information noted in documents; identifies and resolves potential errors and discrepancies; and ensures that all claims, purchase orders, accruals, and journals are allocated in the appropriate account.
4. Identifies and resolves errors or discrepancies occurring in vendor claims and journal vouchers. This involves researching transaction details to determine existence of errors, consulting with vendors and Department personnel, and determining and applying accounting methods and principles to resolve errors or discrepancies to ensure that journal vouchers and expense claims are legitimate and accurate.
5. Establishes database for tracking Division expense claims to ensure the availability of essential financial data. This includes assessing the needs of the Division; developing spreadsheets; and creating programs to ensure accurate, timely, and efficient data storage and retrieval for the changing needs of the Division.
6. Examines and verifies records of State procurement card usage by Maintenance Division headquarter employees. This involves reviewing records of procurement card purchases; reviewing the coding of purchases for accuracy and appropriateness; identifying errors and discrepancies; and conducting and contacting appropriate staff to resolve errors and inconsistencies.
7. Maintains databases to provide accurate and efficient recording and reporting of MDT facilities, including more than 300 sites and 1,000 buildings across the state. The incumbent monitors, records, and retrieves information building/property conditions, renovations, repairs, and maintenance to reflect projects, timelines, costs, and other pertinent information and data.
8. Queries databases according to specific parameters (e.g., times, locations, assets, etc.) to retrieve pertinent information for statewide facilities management and budget development. The incumbent determines appropriate queries for accessing and integrating specific data into reports.
9. Tracks statewide facilities maintenance activities and applicable legislation to ensure that database files remain accurate and current. This involves reviewing assets, claims, reports, and other documentation; researching and monitoring legislative activity; consulting with field personnel and contractors; monitoring authorized work in progress; verifying the accuracy of information and data; and ensuring timely database updates.

C. ADMINISTRATIVE SUPPORT

10%

This position provides a variety of administrative support functions, including reviewing and distributing Bureau and building maintenance mail; receiving deliveries; maintaining supply inventories;

coordinating records management; tracking North Western Energy costs; managing Department photo processes; and serving as backup to other administrative support staff.

1. Reviews and distributes mail and phone messages to Facilities Bureau and building maintenance staff. This includes receiving, opening, and reviewing mail items to ensure that they are directed to the appropriate staff members for further processing.
2. Receives and accepts Department deliveries and ensures that packages are distributed to appropriate Department staff. Determines whether to accept deliveries, and ensures that packages were intended for delivery to the Department.
3. Monitors and maintains office supply inventories. This involves monitoring supply usage and inventory levels, ordering necessary supplies, and tracking office supply purchases.
4. Coordinates records management processes for the Bureau. This involves maintaining files for claims, purchase orders, and various other documents; retrieving documents upon request; and ensuring that files are maintained according to established retention schedules.
5. Tracks all North Western Energy costs in a customized spreadsheet. Reviews spreadsheet to ensure that all entries are correct, and contacts appropriate staff to revise discrepancies.
6. Serves as backup to other Bureau administrative staff. This involves tracking and managing rest area inspections, performing equipment utilization data entry, and conducting road and construction reports.

D. OTHER DUTIES AS ASSIGNED

05%

Performs a variety of other activities as assigned by supervisors in support of the Department mission and Division objectives. This includes coordinating special projects, preparing inventory reports, contacting Emergency Response Team in the event of emergency, attending ongoing education and training, and performing a variety of other duties as directed.

The following duties and/or specific tasks listed under section II above are considered "essential functions" because they require specialized expertise and skill and are the primary reasons the job exists (they must be performed by this position with or without accommodations):

Duty A: Customer Service and Building Security
Duty B: Bookkeeping and Data Management
Duty C: Administrative Support

The following mental and physical demands are associated with these essential functions:

PHYSICAL

- Work for long periods of time at work station or in a meeting format
- Operating a personal computer
- Communicate in writing, in person, and over the phone

MENTAL

- Deal with the public on a regular basis
- Ability to multi-task
- Demands for accuracy in all aspects of work

- Ability to meet inflexible deadlines
- Comparing data
- Compiling information
- Interpersonal skills/behaviors

Does this position supervise others? ☐ Yes ☒ No

Attach an Organizational Chart.

SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.

Critical knowledge and skills required for this position:

KNOWLEDGE:

This position requires thorough knowledge of customer service standards; accounting methods and procedures; database file management; data analysis methods; records management and state retention rules; security monitoring; and State, Department, and Division goals, functions, objectives, policies, and procedures. A general knowledge of highway maintenance and program activities is also preferred.

SKILLS:

This position requires skill in the operation of specialized computer database and management systems; isolating and resolving technical problems related to database and controlled access system operations; and excellent written and verbal communication skills.

Behaviors required to perform these duties:

See MDT Core Behaviors

Education:

Check the one box indicating minimum education requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> No education required | <input type="checkbox"/> Related AAS/2-years college/vocational training |
| <input checked="" type="checkbox"/> High school diploma or equivalent | <input type="checkbox"/> Related Bachelor's Degree |
| <input type="checkbox"/> 1-year related college/voc. training | <input type="checkbox"/> Related Master's degree |

Experience:

Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> No prior experience required | <input type="checkbox"/> 3 years |
| <input type="checkbox"/> 1 year | <input type="checkbox"/> 4 years |
| <input checked="" type="checkbox"/> 2 years | <input type="checkbox"/> 5 or more years |

Other specific experience:

Work requires experience in customer service, bookkeeping, and data management.

Alternative Qualifications:

This agency will accept alternative methods of obtaining necessary qualifications.

☐ Yes ☒ No

SECTION IV – Other Important Job Information

☐ Fingerprint check

☐ Valid driver's license

☐ Background check

☐ Other; Describe

Other information:

The majority of work is performed in a normal office environment. Multiple projects, multiple phones, dealing with the public, demands for accuracy in all aspects of work, and inflexible deadlines may contribute to stressful conditions. Controlled access responsibilities may involve confrontational and/or potentially dangerous situations related to access violations, irate visitors, and enforcement of procedures.

SECTION V – Signatures

Signature indicates this statement is accurate and complete.

Employee:

Name: _____ Title: _____

Signature: _____ Date: _____

Immediate Supervisor:

Name: Cheryl Richman _____ Title: _____

Signature: _____ Date: _____

Division/District Administrator:

Name: Jon Swartz _____ Title: _____

Signature: _____ Date: _____

Department Designee:

Brent Rabe/Designee

Human Resources Administrator
Human Resources Division

Signature: _____ Date: _____